



COUNTY OF SAN DIEGO  
**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SHERIFF'S EMERGENCY SERVICES DISPATCHER

Class No. 002822

■ CLASSIFICATION PURPOSE

To receive, evaluate, and act upon emergency radio and telephone communications in the areas of law enforcement, fire, medical, and/or local government operations; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This is the journey-level class in the Sheriff's Emergency Services Dispatcher series. Positions are allocated only to the Sheriff's Department, Law Enforcement Services Bureau Communications Center. Incumbents report to an assigned Supervising Sheriff's Emergency Services Dispatcher and are responsible for handling the full range of radio and telephone emergency and non-emergency communications involving a variety of local governmental operations (law enforcement, fire, medical, etc.).

■ FUNCTIONS

**The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Essential Functions:

1. Effectively and accurately communicate information orally in a clear and intelligible voice to elicit and explain information to law enforcement, medical and fire personnel, local government officials and the general public.
2. Effectively operate virtual telephone, computer equipment and a two-way radio console using keyboard and mouse, trackball or foot pedal.
3. Perform multiple tasks simultaneously such as, receive, document and disseminate information accurately in both written and oral form, enter information into and retrieve information from computer systems and read information from multiple computer screens.
4. Elicit information, quickly and accurately analyze situations and choose an effective course of action for both emergency and non-emergency situations.
5. Understand, interpret and process radio traffic and telephone calls despite considerable background noise, static and interference.
6. Maintain professionalism while handling emergency and non-emergency calls that are sensitive and may be life threatening in nature. Deal effectively with persons of all ages and from a variety of cultures, races, ethnicities, religions, genders, sexual orientation and socioeconomic backgrounds that may be emotionally upset and/or uncooperative. Provide clear verbal instructions and information.
7. Effectively perform inquiries into local, state and federal databases, accurately interpret and disseminate information.
8. Follow established departmental procedures, manuals and guidelines in the performance of assigned tasks.
9. Prioritize and handle difficult and sensitive reports of emergency medical, fire, crime, and traffic incidents.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Techniques, procedures, and methods used in operation of a public safety communications center, including telephone and radio communications.
- Sheriff's policies and procedures related to communications, patrol, and other departmental operations.
- Emergency (911) systems operation.
- State and local law enforcement procedures, practices, criminal codes, statutes, ordinances.

- Relevant regulations of the Federal Communications Commission.
- Geography of San Diego County, City, and environs.
- Appropriate agencies for handling of public safety complaints/problems/emergencies.
- San Diego County disaster plans and mutual aid protocols.
- Law enforcement computer systems operations.

#### Skills and Abilities to:

- Effectively operate telephone, 911, two-way radio console, inter-communication, transfer and law enforcement computer systems.
- Understand, interpret and process radio traffic and telephone calls despite considerable background noise, static and interference.
- Communicate orally in a clear and intelligible voice.
- Elicit and explain information effectively and accurately to law enforcement, medical, fire, and local government officials, and the general public.
- Reason clearly, analyze situations accurately, develop and adopt effective courses of action under both emergency and non-emergency circumstances.
- Elicit and provide information relevant to maintaining the safety of field personnel.
- Act and respond professionally and objectively while handling calls that are emergency-related, sensitive, provocative, and life threatening in nature.
- Document facts accurately, legibly, and completely during multiple/emergency call situations.
- Work effectively and accurately with codes and coded information.
- Read, interpret, and communicate information accurately.
- Assume operational control as needed during emergency situations.

#### ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. One (1) year of progressively responsible experience as a Public Safety Radio Dispatcher for a California State law enforcement agency within the last three years. Previous training must have included the successful and verifiable completion of a radio training program administered by a public agency; OR,
2. Successful completion of the Sheriff's Radio Training Program, as a full-time Sheriff's Radio Trainee, administered by the San Diego County Sheriff's Department. The completion of this program must be verified by a Certificate of Completion, signed and approved by the Sheriff's training supervisor and Sheriff's management assigned to the Communications Center.

#### ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Incumbents must be able to effectively hear telephone and radio messages despite considerable background noise, static, and interference; must be able to effectively read written information from multiple computer screens; must be able to effectively record and retrieve information via Computerized Systems using keyboard and mouse.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

#### ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

##### Training

Incumbents are required to complete POST certified training consisting of the Basic Complaint/Dispatcher course and 24 hours of biennial Continued Professional Training (CPT).

### Testing

Candidates, who are not promoting from a Sheriff's Radio Trainee position, must pass the Criti-Call performance test, as administered by the County of San Diego, which measures: decision-making, data entry, call summarization, cross referencing, character comparison, memory recall, prioritization, and map reading.

### Working Conditions

1. Work in a secured, access controlled Communications Center that is operational 24 hours a day. This position works on a rotating shift basis, holidays and weekends. Shifts can be 8 hours or a combination of 8 and 12 hours, overtime can be expected and required. Shifts are rotated every four months by seniority and/or needs of the Department. The work functions are identical on all shifts and all personnel must be able to perform any of the assigned duties.
2. The working environment consists of high volume emergency and life-threatening calls for service.
3. Use of a headset is required at all workstations to hear and orally communicate. All workstations are fully adjustable and the employee has the ability to sit or stand as desired to perform their duties.

### Background Investigation

Incumbents must have a reputation for honesty and trustworthiness with no felony convictions. Misdemeanor convictions may be disqualifying depending on number, type, severity, and recency. Applicants who are not promoting from a Sheriff's Radio Trainee position, will be subject to a thorough background check

### Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

**New: January 12, 1967**  
**Re Reviewed: Spring 2004**  
**Revised: June 17, 2003**

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Sheriff's Emergency Services Dispatcher (Class No. 002822)

Union Code: PS

Variable Entry: Y